GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1321
ANSWERED ON:03.03.2016
Flights Delay at Airports
Chaudhary Shri P.P.;Gandhi Shri Dilip Kumar Mansukhlal;Joshi Shri Chandra Prakash;Kachhadia Shri Naranbhai;Kaushik Shri Ramesh Chander

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether travellers have not been able to avail of flights due to lack of seats or waiting ticket;

(b) if so, the details thereof and the reasons therefor;

(c) the number of times flights have been delayed across the country including flights to Jodhpur from Delhi and Mumbai during the last one year;

(d) whether there is a proposal to improve airports across the country to increase flight services and/or increase the flight frequency; and

(e) if so, the details thereof alongwith the steps taken/being taken by the Government in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) and (b): The terminology of "waiting ticket" in air transport sector is generally not used. However, airlines overbook their scheduled flights to a limited extent in order to reduce the possibility of flights departing with unoccupied or empty seats because of "No Shows" by booked passengers i.e. passengers who do not report for travel despite firm bookings before the time limit stipulated by the airline, which is a common prevailing
practice worldwide. In order to safeguard the interest of passengers forsuch cases, DGCA has issued Civil Aviation Requirements, Section 3, Series M, Part IV" Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" for compliance by airlines.

(c): Information on airport-wise flight delays, for more than 15 minutes on four metros, from February 2015to January 2016 is place at Annexure-I.

(d) and (e):Improvement of Airports is a continuous process. At AAI managed Airports facilities are improved regularly to meet international standards and passenger satisfaction. This has resulted in improvement in Airport Services Quality (ASQ) scores and Customer Satisfaction Index (CSI) at the airports.